

## Reducing the cost of operational processes through global labor arbitrage

### Premier BPO:

1. Founded in 2003, HQ in Clarksville, TN
2. Private Enterprise, owned and managed in the US
3. 400+ team members, 24/7 operations
4. Middle and large market US-based client portfolio
5. Acquisition of dinCloud Jan 2018 - Cloud-based, multi-channel technology platform (dinCloud's secure DaaS/SaaS/ IaaS/VDI)
6. PCI certification, HIPAA Compliance SSAE SOC 1 T II, and SOC 2 T II compliance, ISO 27001, NIST 800-53/FISMA

### Services Offered:

1. Back-Office Processing
2. 24/7 Customer Care / in/outbound sales & support
3. IT Help Desk TS Tier I,II,III
4. Lead Generation/ Appointment setting
5. Data Collection, Data Entry
6. Employee onboarding & Benefit Processing
7. Operational Analysis & Procurement Services
8. Software Development Services and maintenance
9. Remote-ready Virtual Infrastructure and solutions
10. Financial Solutions, AR/AP/Billing/Accountants
11. Managed Services for Business Continuity

**Premier BPO**

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